

Fig. 1

FIG. 2a

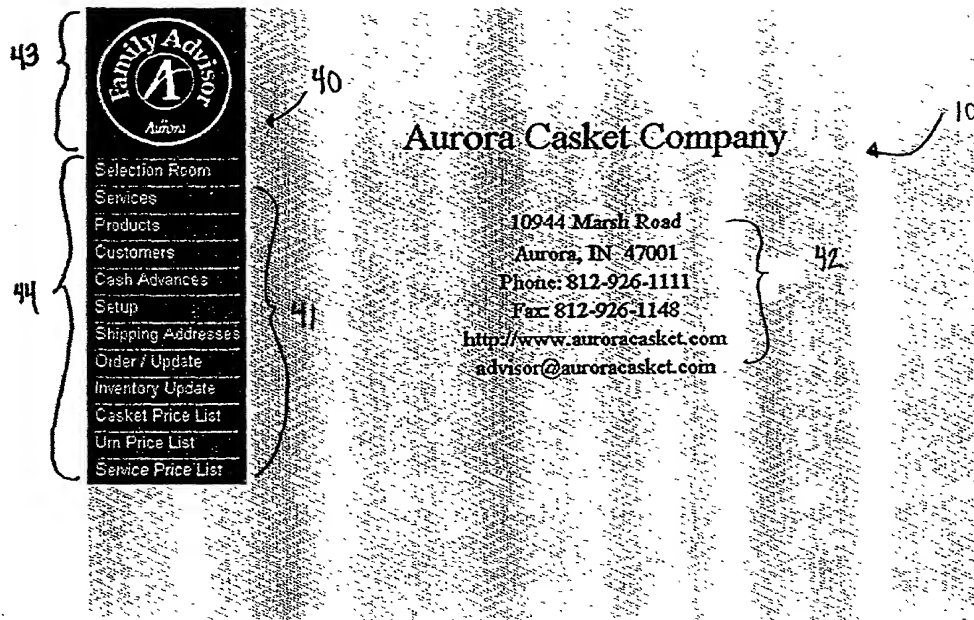


Fig. 2a

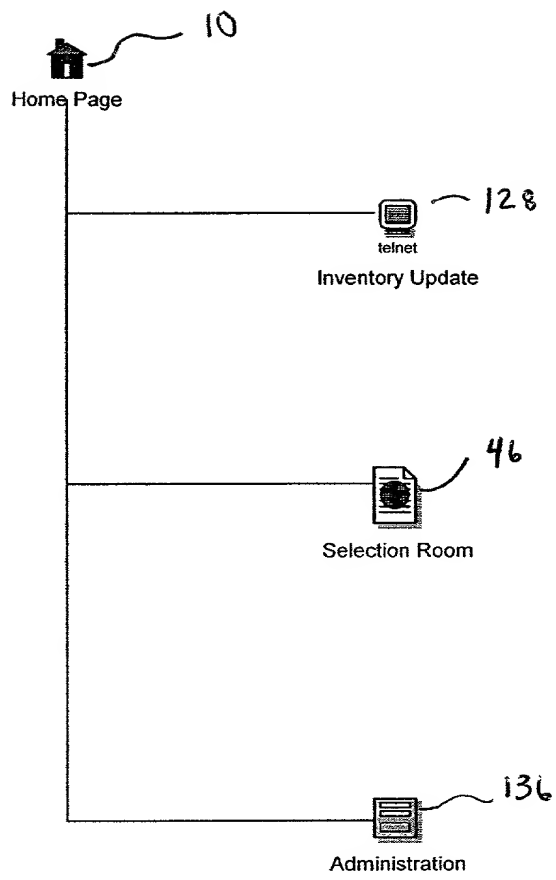


FIG. 2b



} 64

The process will include collecting vital statistics. This will assist in writing the obituary for the newspaper. Also, the type of service, the clergy for the service, and the timeframe will be established. The final disposition will be discussed. In addition, you will view a selection ofaskets, vaults, urns, keepsakes, and memorial markers from which to choose.

Fig. 4a

Services

61

Viewing

64

For some families, the viewing is a step in the emotional recovery process. This gathering, whether private or public, of family or friends surrounds you with the support and understanding you need. While the viewing is not necessary for all families, it can assist in the grieving process.

68



Funeral Ceremony
Memorial Service
Gravestone Service

64

Ken Collinger
Bereavement Consultant
Professor, Mount St. Joseph College
Cincinnati, OH

72

Close

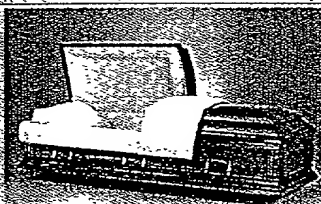
Fig. 4c

Wood Caskets

64

This North American hardwood is known for its distinctive grain along with an unsurpassed strength and durability. Maple is a favorite hardwood in the home furnishing industry.

Many of the same characteristics that make it appealing for use in the home also make it popular for use in casket construction.



62

66

Fig. 4b

70

To see more information on specific types of wood caskets and to view the different types of wood caskets, click on the following:

☐ Mahogany ☐ Oak ☐ Cherry ☐ Maple ☐ Poplar ☐ Hardwood Veneer

To see different aspects of how wood caskets are made, click on the following:

☐ Wood Finish ☐ Interior Finishing Process

72

Close

Fig. 4d

Marker Selection

Family Affairs

Biographical Life
Services Guide
Casket Guide
Select Casket
Select Flower
Select Vault
Select Marker
Select Granite

Choose Marker

Summary

Marker: \$892.50
Products: \$0.00
Srv/Merch: \$0.00
Total: \$892.50

Deer Sketch on Granite: Standing Deer sketched on granite marker and Full Name

☐ Single ☐ Double

3 of 4

View Favorites

Marker Personalization Information

Name: _____

Date of Birth: _____ Date of Death: _____

Description: _____

Marker Personalization Information

Family Name: _____

Left Name: _____ Right Name: _____

Date of Birth: _____ Date of Death: _____

Date of Birth: _____ Date of Death: _____

Description: _____

Fig. 4e

Personal Expressions

Personalization gives the unique capability of keeping loved ones alive in our memory. They can also help us celebrate the many memories of a life lived.

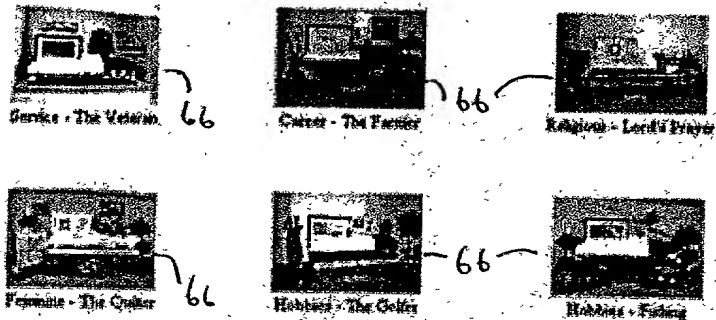
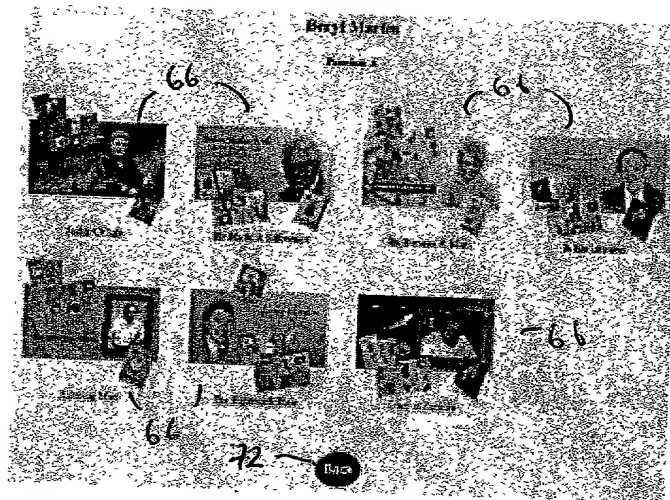


Fig. 5a



83

Fig. 56

Family Advisor
Aurora

Aurora Casket Company

Name: Five, Cust 102 Account/ID Number: 55555

Service	Qty.	Each	Cost
Limited Funeral Offering	1	\$2,155.00	\$2,155.00
Embalming	1	\$495.00	\$495.00
Clothing	1	\$50.00	\$50.00
Prayer Cards	1	\$25.00	\$25.00
Air Shipping Container	1	\$105.00	\$105.00
Use of Facilities and Staff Services for Visitation(per day)	1	\$425.00	\$425.00
Service Tax			\$3.75
Service Total			\$3,258.75
Product	Qty.	Each	Cost
2308 Princeton Light Brushed Copper 1524C Champagne Velvet	1	\$5,000.00	\$5,000.00
Product Tax			\$250.00
Product Total			\$5,250.00
SUBTOTAL			\$8,508.75
Cash Advances			Amount
No Cash Advances Collected			\$0.00
Cash Advance Total			\$0.00
CUSTOMER TOTAL			\$8,508.75

Order / Update

Fig. 6b

Family Advisor
Aurora

Selection Room 112
Services 114
Products 116
Customers 118
Cash Advances 120
Setup 122
Shipping Addresses 124
Order / Update 126
Inventory Update 128
Director Report 130
Tax Setup 132
Pre-Need 134
Disclosures 136
Customer Guide 138
Backup/Restore 140
User Manual 142
Directors 144
Synchronize 146
Mark-Up 148

You must log in to access this section

Enter Username:

Enter Password:

Fig. 7

00007723-070204

Family Advisor
Arizona

46

44

Selection Room
Services
Products
Customers
Cash Advances
Setup
Shipping Addresses
Order / Update
Inventory Update
Casket Price List
Urn Price List
Service Price List

114

146

140

Current Services

\$2,555.00	Traditional Funeral Offering (PACKAGE A)
\$2,155.00	Limited Funeral Offering (PACKAGE B)
\$425.00	Use of Facilities and Staff Services for Visitation(per day)
\$265.00	Equipment and Staff Services for Grave Side Services
\$495.00	Embalming
\$105.00	Air Shipping Container
\$50.00	*Clothing
\$25.00	*Prayer Cards

* Transfer Service

150

Service: _____ Price: _____ Tax: _____

Code: _____ Service Category: Packages ☒

Disposition: _____ Service Description: _____

142

152

144

148

56

50

Save All Services

Services
Tax Rate: 5%

Add Service Delete Service Edit Service

Fig. 8

155 →

Product Search

Product Selection

157 —

Metal Type

159 —

Enter prices below to search for specific product prices.
Leave blank to view all records.

Example

1000 4500

Greater than or Equal to Less than or Equal to

161 {

Search for Prices by:

☒ Retail ☐ Wholesale

Caskets-Metal

Caskets-Wood

Panels-Embroidered

Panels-Photo

Urns

Keepsakes

Vaults

Urn Vaults

Markers-Bronze

Markers-Granite

Flowers

- Select Type -

All Metal

Bronze

Copper

Stainless Steel

Steel

Selected Metals

Feature Selections

Special Order

Popular Selections

Other Selections

Fig. 9a

00007722.07001

Family Advisor
A
Adams

- Selection Room
- Services
- Products
- Customers
- Cash Advances
- Setup
- Shipping Addresses
- Order / Update
- Inventory Update
- Casket Price List
- Urn Price List
- Service Price List

Metal Casket Product Selection

Product Code	Product	Material Type	Drop	Gender	Wholesale Price	Retail	Markup	Margin	Pay	Other	Feature
A22855	2298 Glacier Blue Brushed 2601 Elite Premium Velvet Q.S. BHM	Bronze	STD S	MH E	\$2,384.00	10.00	0.00	(\$2,384.00)			
A22853	2299 Dark Brushed Bronze 2601C Pearl Premium Velvet	Bronze	STD E	MH S	\$2,364.00	12.00	0.00	(\$2,364.00)			
A22775	2298 Coral Mar 2704 Pink Premium Velvet	Bronze	STD S	F M	\$2,172.00	13.00	0.00	(\$2,172.00)			
A24320	2444 Aberdeen Starline Brushed 1526C Pearl Premium Velvet	Bronze	STD M	MH S	\$2,125.00	10.00	0.00	(\$2,125.00)			
A24481	2459 Milstone Trojan Cassinetal 1447C White Velvet	Bronze	STD S	R S	\$1,981.00	12.00	0.00	(\$1,979.00)			

RENAME PRODUCT

SAVE SELECTION

SEARCH

ADD EDIT RECOMMEND

Fig. 9b

702070-22/2030

Add/Edit

Product Code:

Manufacturer:

Product Name:

Material:

Description:

Wholesale:

Retail:

Image:

SAVE

SEARCH

Fig. 9c

Urn Vault Recommendations

To view an image and description of a selected vault,
double click on the empty table area around that selection.

Casket Material Type	Recommended Vault #1	Recommended Vault #2	Recommended Vault #3
Cart Bronze	<input type="text" value="Clock"/> <input type="text" value="Copper 12 G"/>	<input type="text" value="Doric"/> <input type="text" value="Executive - 1"/>	<input type="text" value="Troyard"/> <input type="text" value="Millennium - 1"/>

Fig 9d

Customer List

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Five, Cust	55555
Four, Cust	4444
Ray, Jerry	8456890



Selection Room
Services
Products
Customers
Cash Advances
Setup
Shipping Addresses
Order / Update
Inventory Update
Casket Price List
Urn Price List
Service Price List

Customer Information

Customer: Jerry Ray
Customer #: 8456890
Date: 6/6/1999
Arrangement: R. No.

Service: Limited Funeral Offering	Cost: \$2,155.00
Service: Air Shipping Container	Cost: \$105.00
Service: Equipment and Staff Services for Grave Side Services	Cost: \$265.00
Service: Prayer Cards	Cost: \$25.00

Product: Dance of Life	Cost: \$3,000.00
Product: 2308 Courtney Taupe Brushed 1901 Pink Velvet	Cost: \$5,000.00
Product: 2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM	Cost: \$5,000.00
Product: 2889 Regal Brushed 2490T Sandalwood Premium Velvet GM	Cost: \$5,000.00

Item: None required at this time



Selection Room
Services
Products
Customers
Cash Advances
Setup
Shipping Addresses
Order / Update
Inventory Update
Casket Price List
Urn Price List
Service Price List

CHANGE TO R. No.

Delete Customer

Fig. 10a

Fig. 10b



Customer Information

Deceased: John Smith
Address: 2178 Main Street
Cincinnati, OH 45233
Customer #: 556
Date: 11/23/00
Arrangement: Pre-Need
Date: 12/10/00
Arrangement: At-Need
Director: Thorpe, Jan

Informant: Margaret Smith
Address: 2178 Main Street
Cincinnati, OH 45233

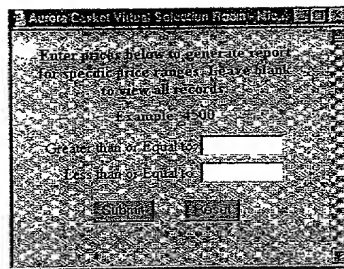
Pre-Need

Service: Traditional Service Charge	Cost: \$2,735.00
Service: Miscellaneous Supplies (includes Register Book, Acknowledgement Cards, Printed Service Folders and Temporary Marker)	Cost: \$100.00
Product: 3036 Light Brushed 1524T Silver Premium Velvet AS	Cost: \$2,860.00
Product: Birch Tree Silver Premium Velvet Square Half Couch	Cost: \$80.00
Product: Ocean Breeze One dozen beautiful fresh cut red roses in a glass vase	Cost: \$60.00
Product: White Flowers 2	Cost: \$5,000.00
Items: None required at this time	
Total: \$13,835.00	

At-Need

Service: Traditional Service Charge	Cost: \$2,735.00
Service: Miscellaneous Supplies (includes Register Book, Acknowledgement Cards, Printed Service Folders and Temporary Marker)	Cost: \$100.00
Product: 3036 Light Brushed 1524T Silver Premium Velvet AS	Cost: \$2,860.00
Product: Birch Tree Silver Premium Velvet Square Half Couch	Cost: \$80.00
Product: Ocean Breeze One dozen beautiful fresh cut red roses in a glass vase	Cost: \$60.00
Product: White Flowers 2	Cost: \$5,000.00
Items: None required at this time	
Total: \$13,835.00	

Fig. 10c



135

Director Reports

Casket Price List	Provides a list of all caskets that you currently sell.
Services Price List	Provides a list of all services that you currently sell.
Urn Price List	Provides a list of all urns and keepsakes that you currently sell.
Product Report	Provides a list of caskets and urns that you have sold.
Products Detail	Provides a list of all products sold categorized by director.
Services Report	Provides a list of services that you have sold.
Services Detail	Provides a list of all services sold categorized by director.
Arrangement Type	Provides a comparison of AF Need and the convert time of Pre-Need.
Deceased Report	Provides a listing of deceased and the informant's name and address.
Director Summary	Provides a total of all products and services sold categorized by director.

Fig 11a

Aurora Casket Company

Print

List

139

Material	Price
Sculptured Bronze	\$3000
Cast Bronze	\$2800
Sculptured Bronze	\$2500
Sculptured Bronze	\$1800
Cast Bronze	\$1700
Cast Bronze	\$1580
Sculptured Bronze	\$1500
Sculptured Bronze	\$1400
Cast Bronze	\$1400
Cast Bronze	\$1400
Sculptured Bronze	\$1200
Sculptured Bronze	\$0
Cast Bronze	\$0
Cast Bronze	\$0
Cloisonee	\$0
Pewter	\$0
Cast Bronze	\$0
Cast Bronze	\$0
Cast Bronze	\$0
Cast Bronze	\$0

143

Family Memento Keepsake
Keepsake/Cross
Keepsake/Praying Hands
Keepsake/Rose

Fig 11b

PRINT 141

Family Advisor
Aurora

Funeral Home Setup

Funeral Home Name: **Aurora Casket Company**

Aurora Account #: **10**

Address1: **10944 Marsh Road**

Address2:

City: **Aurora**

State: **IN**

Postal Code: **47001**

Phone: **812-826-1111**

Fax: **812-826-1148**

Internet Address: **http://www.auroracasket.com**

Email: **advisor@auroracasket.com**

Username: **aurora**

Password:

Confirm Password:

Display Total Prices: **Yes**

Display tax: **No**

Contract Information:

Computer Setup

FTP Site: **208.161.65.144**

Login ID: **g0057/3/3s**

Password: **clisk3mnda**

Service Center: **12**

Family Advisor Version 2.0

Development Team

Chris Barton

Charles (Chip) Day

Nancy Koops

Mark Morton

Tracy Murch

Image file:

Image Selection: **17**

TAX Setup

Directors

Save Setup

202

200

112

122

132

126

194

198

199

Fig. 12a

State/Local Tax Rate Setup

Item	203 Rate	205 Exemption	207 Exemption Type
Caskets State	5 %	0	No Exemption
Caskets Local	0 %	0	No Exemption
Caskets Local	0 %	0	No Exemption
Flowers State	5 %	0	No Exemption
Flowers Local	0 %	0	No Exemption
Flowers Local	0 %	0	No Exemption
Keepsakes State	5 %	0	No Exemption
Keepsakes Local	0 %	0	No Exemption
Keepsakes Local	0 %	0	No Exemption

Fig 12b


Directors

D1 Jim Thorpe FF1122 HS3344
D2 Rick Fox FF11 HS22

☐ Director ID ☐ First Name ☐ Last Name
☐ Fortis Family ID ☐ Homesteaders ID

Add Director Delete Director Edit Director

Fig 12c



 Selection Form in
 Single
 Two-Page
 Shipping Address
 Cardstock
 Services: CBL
 Products
 Eye Head
 Cash Advances
 Mailbox
 Customer Service
 Computers
 Reports/Forms
 Shipping Features
 General Updates
 User Manual

Effective Date on Price Lists: (First blank: Effective Date will be the current day)
 These prices are effective as of 01/31/2003

Survival Discrepancy

The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any financial arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any item you

Cashier Dashboard

FTC Compliance Function does not express an opinion or warranties regarding the cashiers listed above. The only warranties, expressed or implied, granted in connection with cashiers sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance

Casket Distributors of War Graves

ATC Compliance Federal Motor Vehicle Manufacturers are not responsible for any variations regarding the vehicles listed above. The only variations, accepted or listed, stated in connection with vehicles sold are the express stated variations. If any, offered by the manufacturer thereof. The Compliance

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FIC Compliance Federal does not make any representations or warranties regarding the uses listed above. The only warranties, expressed or implied, granted in connection with software sold here are the express written warranties, if any, established by the manufacturer thereof. FIC Compliance

Uninsured/Underinsured Disclaimers of Warranties

ATC Compliance Funeral Home makes no representations or warranties regarding the items listed above. The only warranties, expressed or implied, granted in connection with purchase sold are the express written warranties, if any, extended by the manufacturer thereof. ATC Compliance

31. Water Discharge

ETC Compliance Funded. There were no explanations or variations regarding the numbers listed above. The only variations, expenses or implied, quoted in connection with markets sold via the network network marketplace. If any, estimated by the manufacturers thereof. ETC Compliance

Major Disasters of War and Peace

77C. Compiling and funding those books to represent the
 materials regarding the subject listed above. The only
 materials, referred to in 1912, quoted in connection
 with article said are the same as in the original.
 are, referred to by the same persons as above. The

Other Period Capital Expenditure

In most areas of the country, since we don't have more and require that you buy a container to surround the grave in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these

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THE JOURNAL OF THE

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Fig. 12 d

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40

219

Pre-Need Selection

Select which Pre-Need insurance company information to show in the Selection Room. If you do not wish to show either information piece, leave the circle empty.

☐ Firms Entry ☒ Homebased

221

Left Sidebar:

- Get an ID card
- Get a job
- Shipping Address
- Insurance
- Company ID
- Pre-Need
- Pre-Need
- Get an Address
- Business
- Company Card
- Company
- Get an ID card
- Shipping Address
- Insurance
- Company ID
- Pre-Need

Bottom Button: Save Selection

Fig. 12 e.

223

Selection Guide

Would you like to see our most popular selections?

Would you like to see our most popular selections?

Is there a particular color grouping that you would prefer?

Is there a particular color grouping that you would prefer?

☐ Fennec ☐ Maroon ☐ Neutral

There are different styles of caskets that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

There are different styles of caskets that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

☐ Basic ☐ Contemporary ☐ Floral Theme ☐ Nature Theme

☐ Religious Theme ☐ Traditional

Is there a particular exterior color that you would like?

Is there a particular exterior color that you would like?

☐ Black ☐ Blue ☐ Brown ☐ Copper/Bronze

☐ Gold ☐ Natural Wood ☐ Pewter ☐ Silver

☐ White

Is there a particular interior color that you would like?

Is there a particular interior color that you would like?

☐ Blue ☐ Red ☐ Pink ☐ White

Is there a particular type of material you have in mind?

Is there a particular type of material you have in mind?


Wood All Varieties:

- ☐ Cherry ☐ Mahogany ☐ Maple ☐ Oak
- ☐ Pine ☐ Poplar ☐ Walnut

Other All Varieties:

- ☐ Bronze ☐ Copper ☐ Stainless Steel ☐ Steel
- ☐ Cloth ☐ Cloth

Fig. 12 f.

 Home
Selection Room
Setup
Tax Setup
Shipping Address
Directors
Cash Advances
Disclosures
Customize FA
Customers
Reports/Price Lists
Backup / Restore
Synchronize
Inventory Update
User Manual
Save Selection

Burial Arrangement Customization

This screen allows you to customize the steps in your virtual arrangement system. You can select which section of the Family Advisor System you would like to use, and also customize the order in which they will be presented to your families.

- Any changes made to the Pre-Arrangement Section (Biographical Information or Introduction) will apply to both the burial and cremation arrangements.
- The Service Guide section may not be repositioned or turned off. Any changes will apply to both the burial and cremation arrangements.
- If the Casket Guide is turned on, it must immediately precede the Select Casket section.
- The Select Casket section may not be turned off.
- Any changes to Flower Information or Granite Marker Information will apply to both the burial and cremation arrangements.
- The Summary/Contract section may not be turned off. Any changes will apply to both the burial and cremation arrangements.





Burial Display	Screen Name	Display Order
Pre-Arrangement Section		
	Biographical Information	1 
	Introduction	2 



Fig. 128



- Selection Room
- Services
- Products
- Customers
- Cash Advances
- Setup
- Shipping Addresses
- Order / Update
- Inventory Update
- Casket Price List
- Urn Price List
- Service Price List

Save All
Addresses

Shipping Addresses

Location Name:

Address 1:

Address 2:

City / State / Zip:

Phone:

Fax:

Internet Address:

Email:

* Denotes a required field

Aurora Casket Company Shipping Dock
Chip's Shipping Dock

Add Address Delete Address Edit Address



- Selection Room
- Services
- Products
- Customers
- Cash Advances
- Setup
- Shipping Addresses
- Order / Update
- Inventory Update
- Casket Price List
- Urn Price List
- Service Price List

Order / Update

Select Customer	Products
Four, Cust	2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM
Five, Cust	2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM
Ray, Jerry	2889 Regal Brushed 2490T Sandalwood Premium Velvet GM
	2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM
	2308 Courtney Taupe Brushed 1901 Pink Velvet
	Dance of Life

Upload Orders

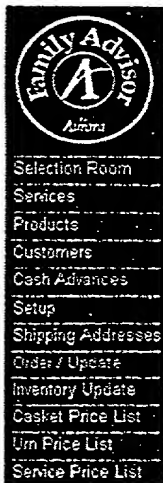
Fig. 12h

Fig. 14a

Figure 1 is a screenshot of a handheld device screen. On the left side, there is a vertical menu with the following options: Selection Room, Services, Products, Customers, Cash Advances, Setup, Shipping Addresses, Order / Update, Inventory Update, Casket Price List, Urn Price List, and Service Price List. The 'Cash Advances' option is highlighted. Below the menu, there is a circular button labeled 'Save All Items'. The main display area on the right shows a list of items: Flowers, Clergy Honorarium, and Organist. Below this list is a field labeled 'Cash Advance'. At the bottom of the screen, there are three buttons: 'Add Item', 'Delete Item', and 'Edit Item'. A 'Save All Items' button is also visible in the bottom left corner.

Fig. 13

00007722 070201



40

Order / Update

230

Order Now: ☒ Yes ☐ No

Arrangement Type: ☒ At-Need ☐ Pre-Need

Customer Number: 8456890

Customer Name: Jerry Ray

Product Code: 3CADU8

Description: Dance of Life

Quantity: 2 Set to 0 to Delete

Normal Delivery: ☒ Yes ☐ No

If No What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 10

Ship To: Aurora Casket Company Shipping Dock ☒

Phone Number: 812-926-1111

232

50

209

Order Now: ☒ Yes ☐ No

Arrangement Type: ☒ At-Need ☐ Pre-Need

Customer Number: 8456890

Customer Name: Jerry Ray

Product Code: A28160

Description: 2889 Regal Brushed 2490T Sandalwood Premium Velvet GM

Quantity: 1 Set to 0 to Delete

Normal Delivery: ☒ Yes ☐ No

If No What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 10

Ship To: Aurora Casket Company Shipping Dock ☒

Phone Number: 812-926-1111

232

209

234

Submit Order Reset

Fig. 14b

Selection Room

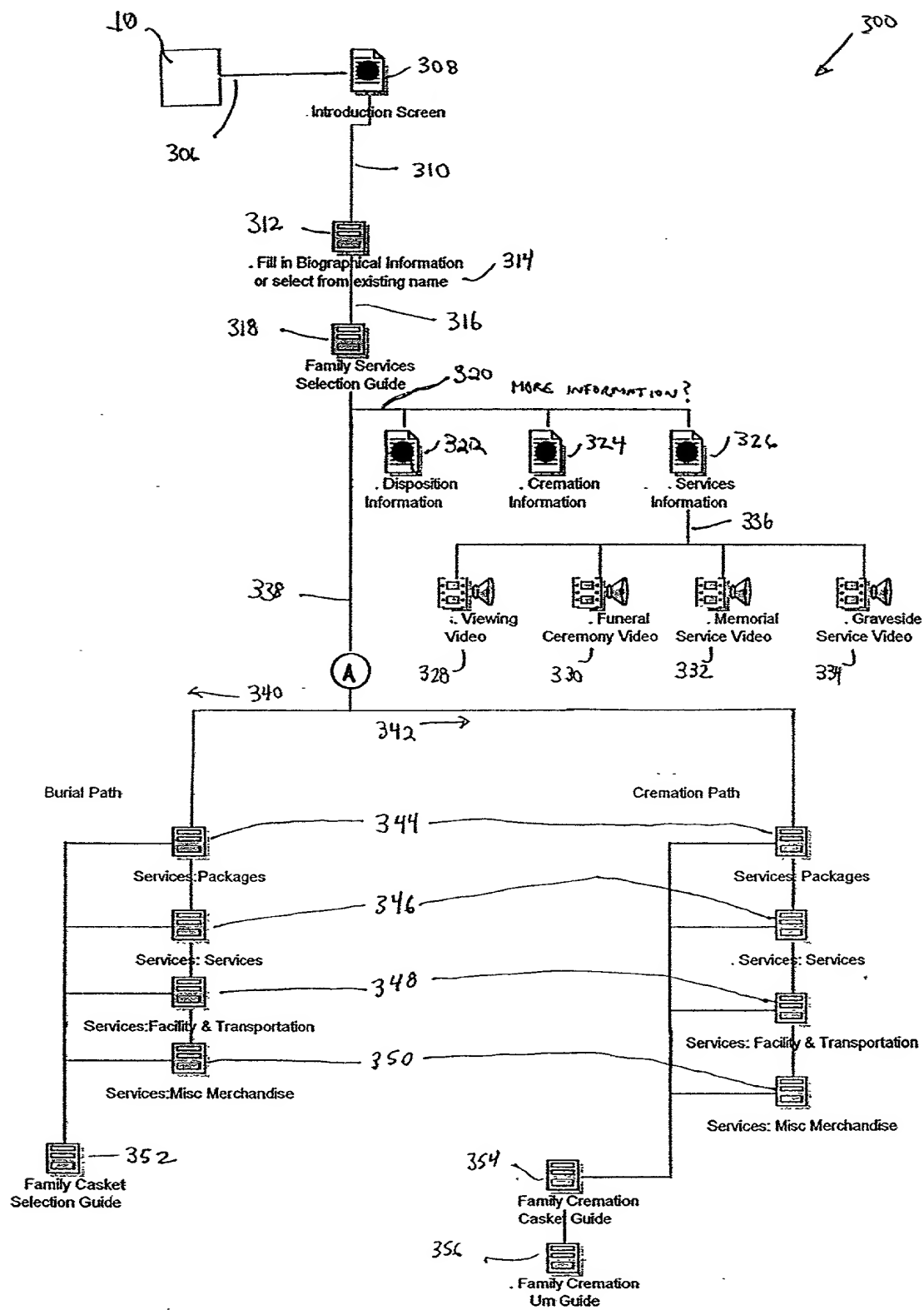


Fig. 15

Casket Selection

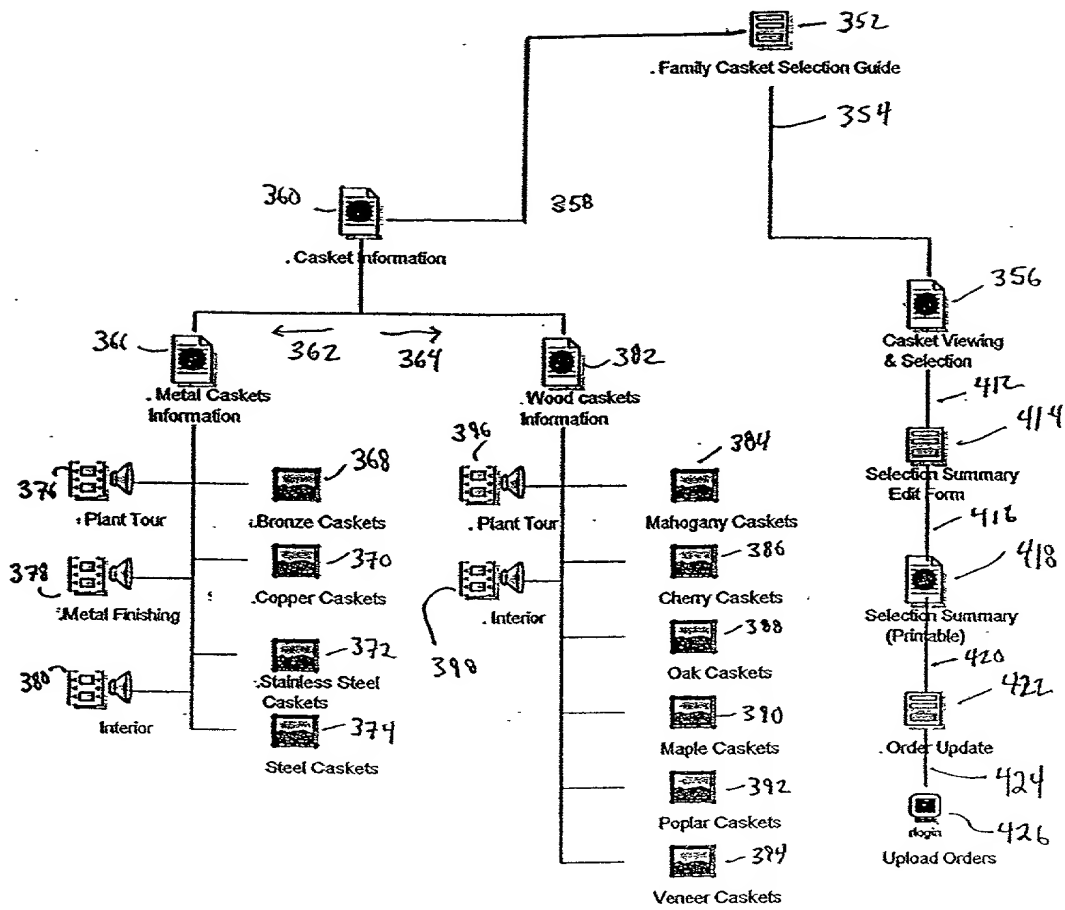


Fig. 16



Selection Room

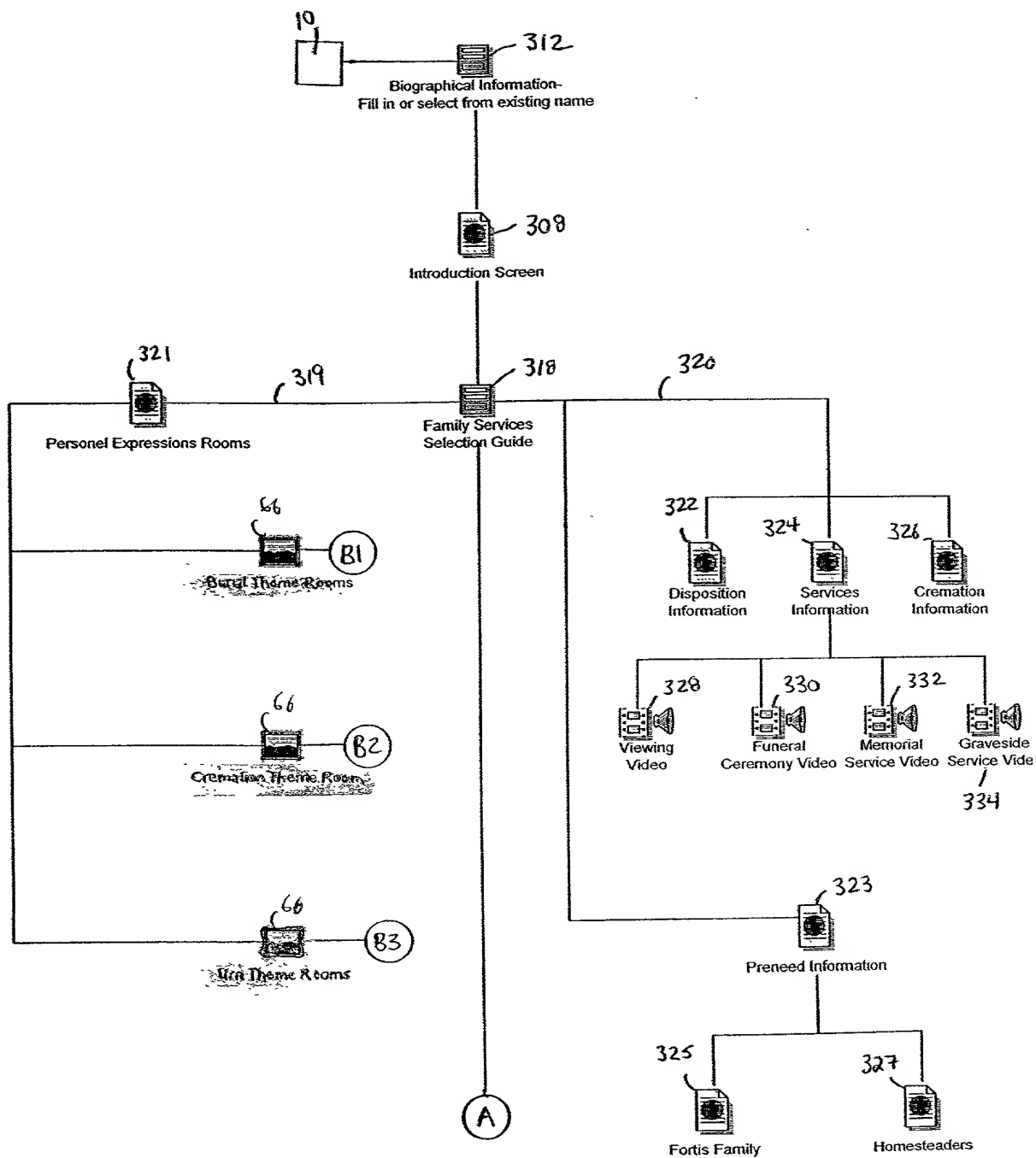


Fig. 18a

Theme Room Detail

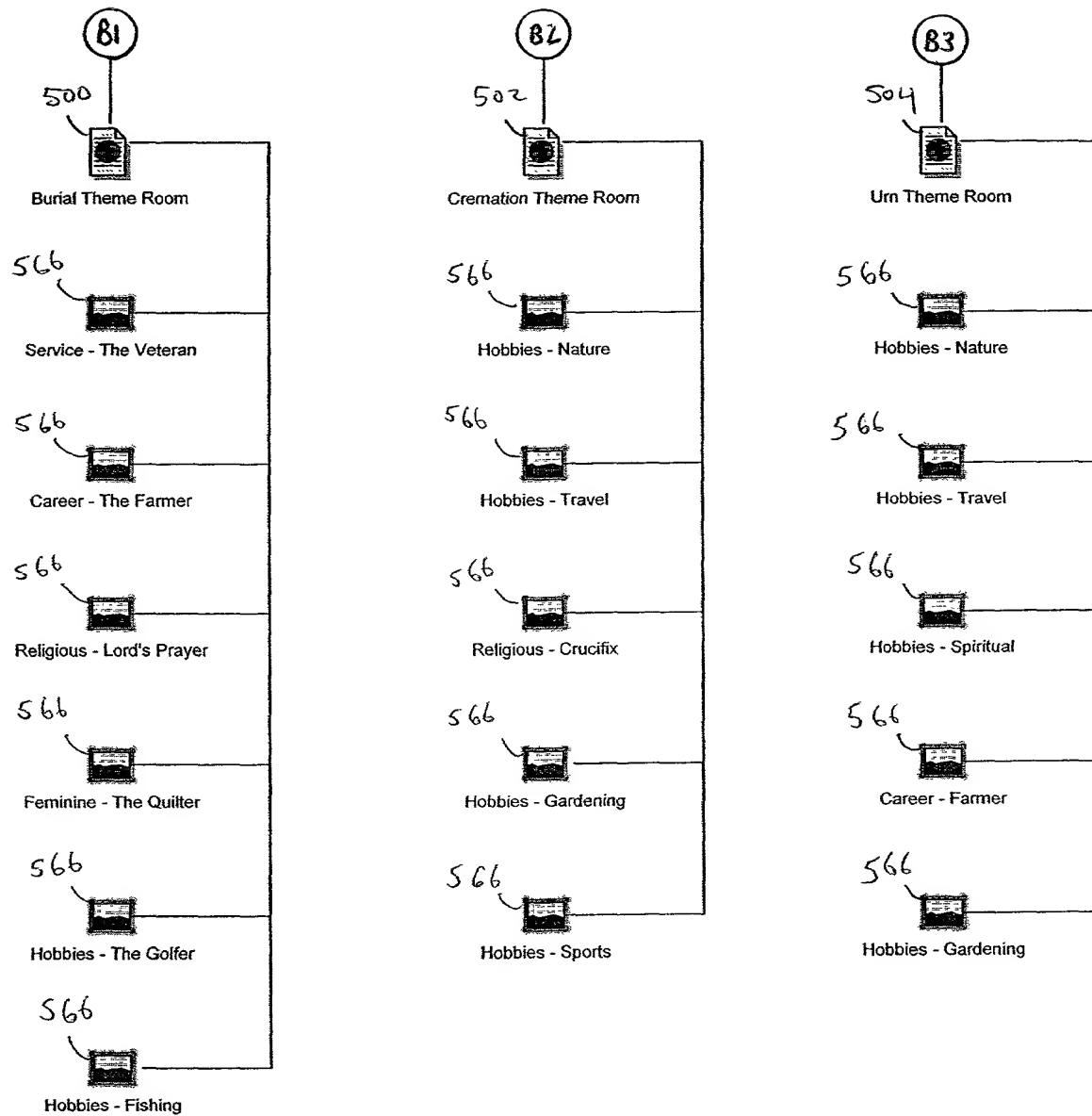


Fig. 186

Casket Selection

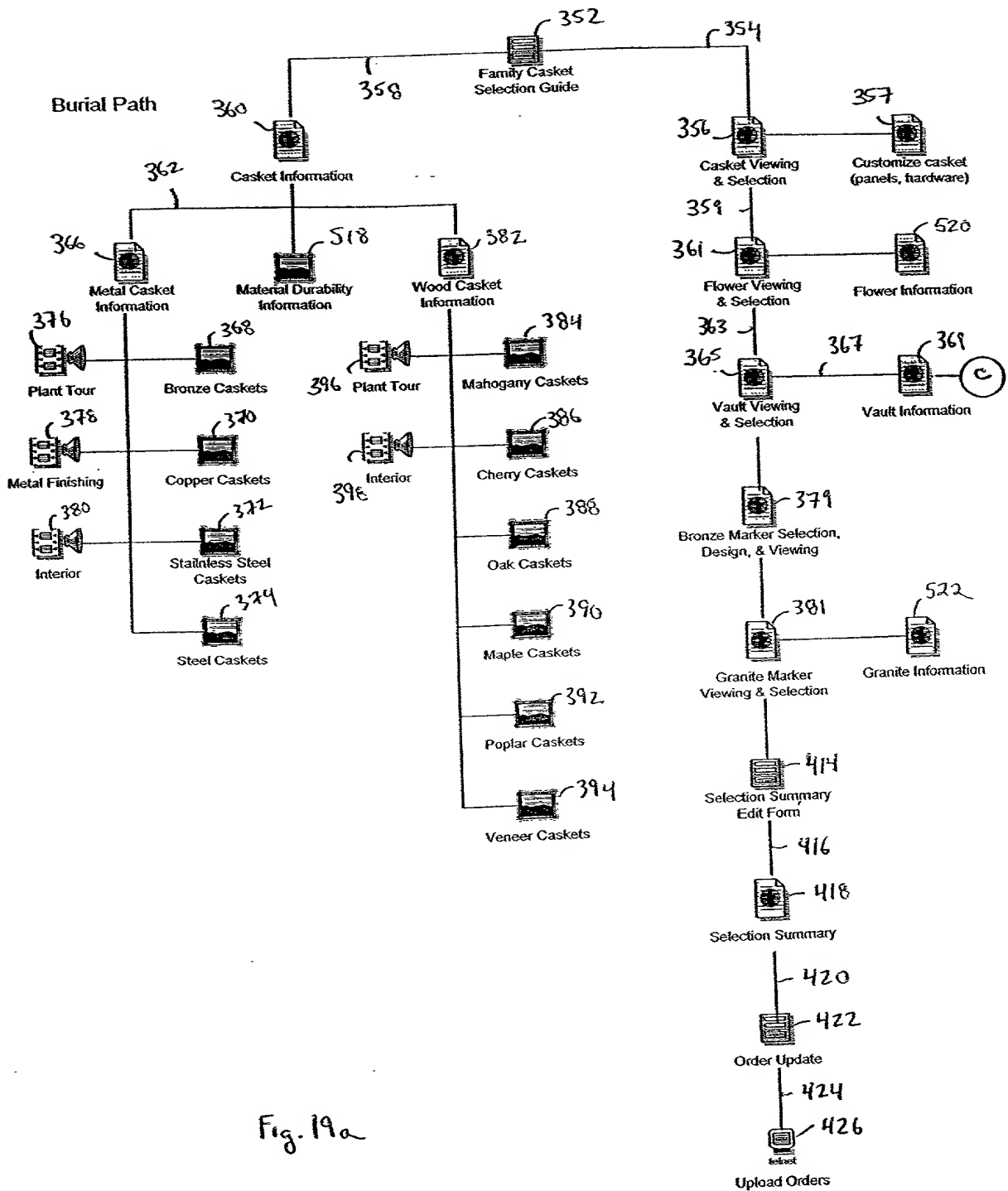


Fig. 19a

Casket Selection

Vault Viewing and Information, continued

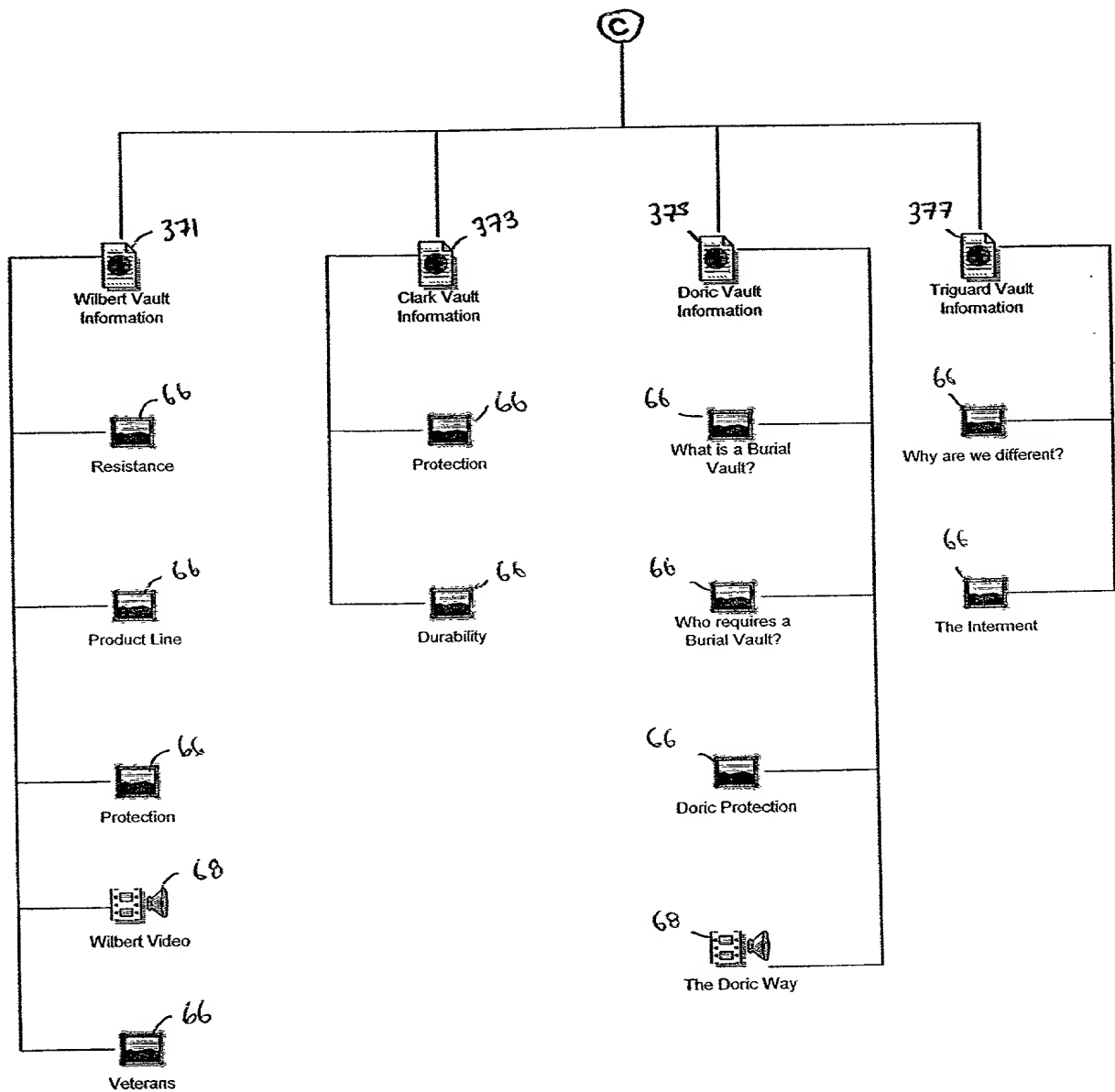


Fig 19b

Cremation Casket Guide & Cremation Urn Guide

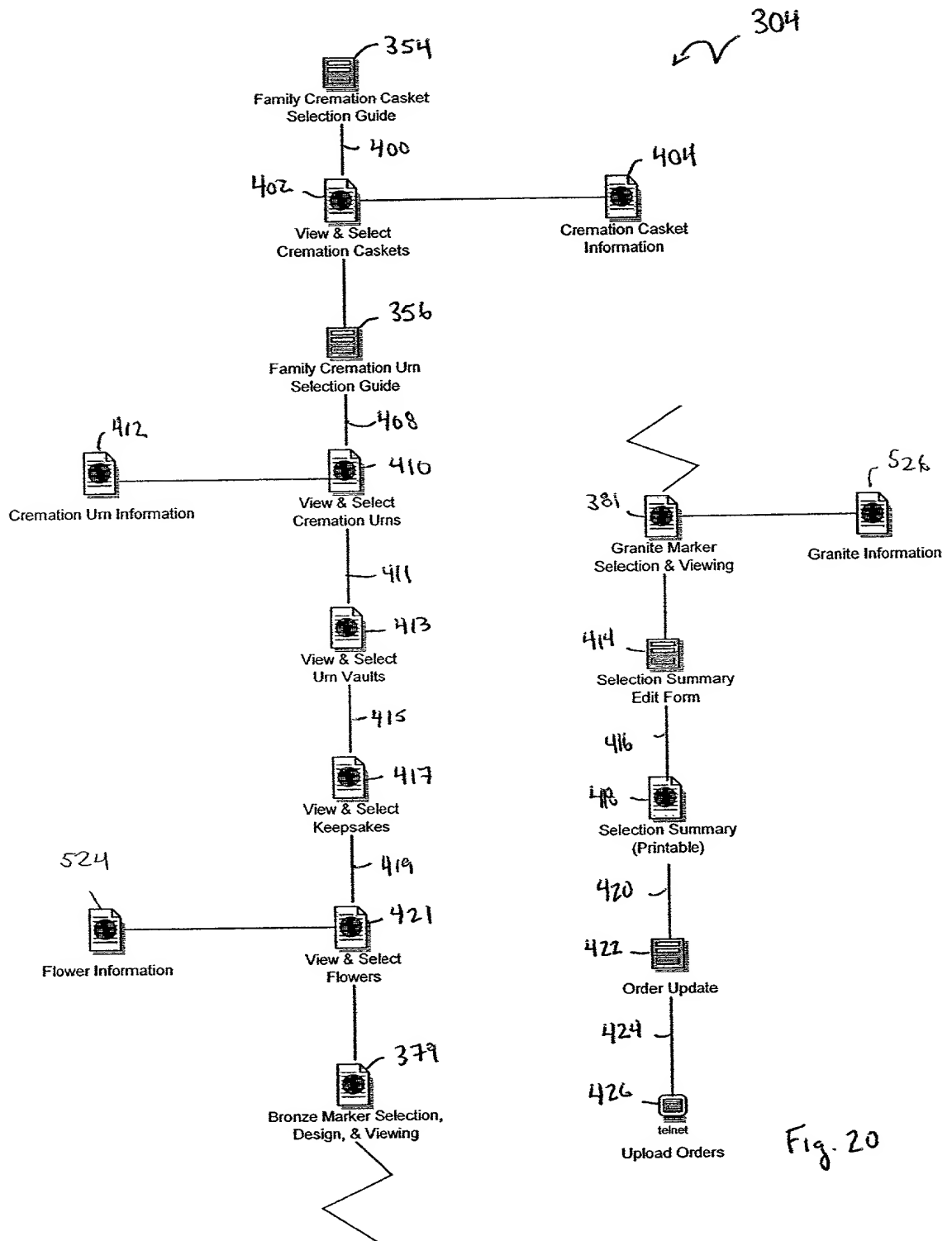


Fig. 20

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